

LCIS User Manual

Please use the most current version of the Google Chrome browser to access LCIS. Google Chrome can be downloaded from this link: <https://www.google.com/chrome/>

1 User Registration & Login

Licensees, authorized agents, employees and new applicants can register for an LCIS user account.

1.1 Register for an LCIS User Account

- a. To register for an LCIS user account, you may:
 1. Click the [Register a new account here](#) link; or
 2. Click the **Register** button at the top-right corner of the page.

CITY AND COUNTY OF HONOLULU
Liquor Commission Information System

Log In

To log in, you must be registered with a valid username and password.
[Register a new account here.](#)

Username

Password [Forgot Your Password?](#)

Remember me

- b. Complete the registration form
 1. Username requirements:
 - i. Must be between 8 – 32 Characters
 - ii. May include letters and numbers (alphanumeric)
 - iii. May include the following special characters: _ . ! # - @
- c. Click **Submit**

Registration

Username

Must be 8 to 32 characters long. Alphabetic, numeric or the following special characters are acceptable _ . ! # - @

Email Address

First Name

Middle name

Last Name

Suffix

Position Title

Mailing Attention

Mailing Address

State

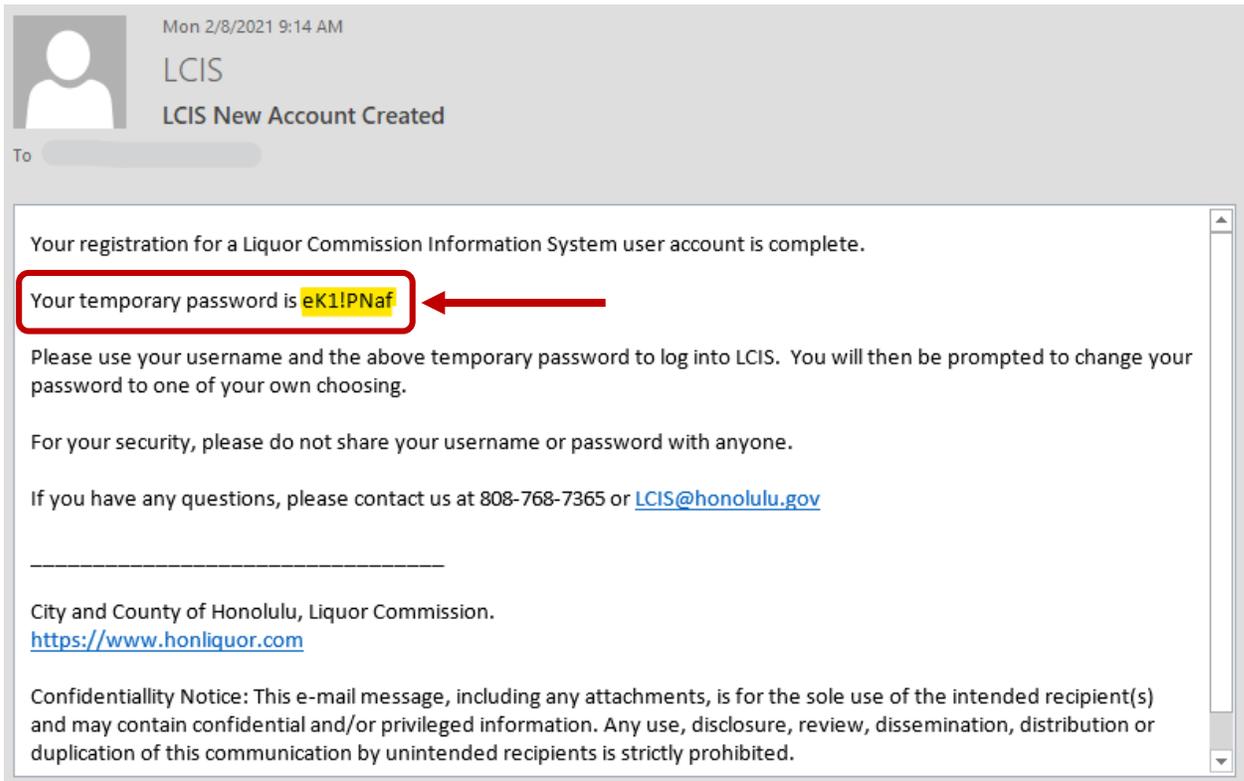
Zip Code

Business Phone #

Mobile Phone #

Alternate Phone #

- d. Check your email for your temporary password and instructions to complete your account registration.



1.2 Create a Permanent Password

- a. Go to the LCIS login page at: <https://www.honliquor.com/>.
- b. Enter the username you created and your temporary password. Click the **Log In** button.
 1. Highlighting, copying and pasting your temporary password from your email into LCIS is recommended.
- c. The first time you log in, the system will prompt you to create a permanent password.

1. Password requirements:
 - i. Must be between 8 – 32 Characters
 - ii. Minimum of 1 **uppercase** Letter

- iii. Minimum of 1 **lowercase** Letter
 - iv. Minimum of 1 **number**
 - v. May also contain special characters (i.e. , ! @ # \$ % ...)
- d. Click **Submit**
- e. The next time you log in with your permanent password, click on the check box next to **Remember Me** to save your login information for easier access in the future. Remember to keep all login information confidential.

Log In

To log in, you must be registered with a valid username and password.
[Register a new account here.](#)

Username

Password

[Forgot Your Password?](#)

Check this box to save your login information for future access.

Remember me

- f. **Forgot Your Password?**
1. Click the [Forgot Your Password?](#) link to request a new temporary password.
 2. Enter your username and registered email address, and click **Submit**.

Log In

To log in, you must be registered with a valid username and password.
[Register a new account here.](#)

Username

Password

[Forgot Your Password?](#)

Click this link if you've forgotten your password.

Remember me

Request password

To receive your new password, enter the required information below.

We will send your new password to you via email within a few minutes.

Username

Email Address

Submit

Cancel

3. Check your email for your new temporary password, and proceed to create a new permanent password.

1.3 Licensees and Authorized Agents – **Required**

After creating a permanent password, existing licensees and authorized agents (AA) must submit a request to link their user accounts to the applicable license record(s).

- a. After logging in, click the [File A New Application](#) link

CITY AND COUNTY OF HONOLULU
Liquor Commission Information System

PUBLIC USER
My Profile Logout

Home

Visit <http://www.honolulu.gov/liq/lcis.html> for up to date information. Contact LCIS Support: LCIS@honolulu.gov or (808) 768-7336.

Application

- File A New Application ←
- Existing Applications
- Existing Requests
- Existing Permits

Contact Us Printable Forms Complaint Line Request for Public Information Frequently Asked Questions Liquor Commission

City and County of Honolulu, Liquor Commission
Franklin "Don" Pacarro Jr., Administrator
Pacific Park Plaza, 711 Kapiolani Blvd, Suite 600, Honolulu, Hawaii 96813

- b. From the **File A New Application** page, select the appropriate application.

Visit <http://www.honolulu.gov/liq/lcis.html> for up to date information. Contact LCIS Support: LCIS@honolulu.gov or (808) 768-7336.

File A New Application

[LICENSEE USER REQUEST FOR ACCESS](#)

Click if you are a **Licensee**

[LICENSE APPLICATION](#)

[OTHER APPLICATIONS](#)

[Authorized Agent](#)

Click if you are an **Authorized Agent (AA)**

[Requests](#)

[Permits](#)

[Miscellaneous](#)

[EMPLOYEE REGISTRATION \(LIQUOR CARD\) APPLICATION](#)

c. Licensee User Request For Access

You must be registered with our agency as an active officer or member of each selected business to receive access.

1. This form will look similar to the initial registration form, and your information should already be populated in the shaded fields. You will not be able to edit your information in this form.
2. Scroll down to the **Access Request** table and enter your business name – as registered with the DCCA – in the search bar, under **Licensee Name**.
3. Click on the correct business name and that selection will populate in the table.
4. Search and select all businesses you are actively registered under.
5. To delete a selection, click the gray trash icon  to the right of the listed business.
6. Once all applicable businesses are selected, click **Submit**.

Access Request

Click to **select** business

Licensee Name

HLC Test	
HLC Test Business	
HLC Test Business	

Click trash icon to **delete** an entry

SUBMIT

CANCEL

7. Your request will be sent to the System Administrator (SA) who will verify your registration status and either “Approve” or “Deny” your application.
 8. If approved, **the SA will enter the start and expiration dates for an AA.**
 9. To check the status of your request:
 - i. Log into your account and click the [Existing Applications](#) link
 - ii. Under the **App. Status** column you can check the status of your request. If approved, your application status will say “Completed.”
- d. Authorized Agent Application
- You must submit separate AA applications for each Licensee you are associated with.
1. This form will look similar to the initial registration form, and your information should already be populated in the shaded fields. You will not be able to edit your information in this form.
 2. Scroll down to the table, just below the “Alternate Phone #” fields. In the search bar under “Licensee Name,” enter the name of your business (as registered with the DCCA). As you type, the system will search the existing business names within LCIS.
 3. Click on the correct business name and that selection will show in the table. You may only select ONE business per application.
 4. Complete the remaining form fields and sections.
 5. **NOTE:** Authorized Agents require approval by the licensee for LCIS access. There are two methods:
 - i. Enter the Licensee’s Email address - an email notification will be sent to this address informing the Licensee of your request; OR
 - ii. In the attachment section, upload a signed copy of your *Notification of Authorized Agent* (LIQ-LIC-106) form to verify your AA status.
 6. Once all applicable businesses are selected, click **Submit**.

<p>Licensee Name</p> <div style="border: 1px solid #ccc; padding: 5px;"> <input style="width: 95%; border: none;" type="text" value="Search..."/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4a86e8; color: white;"> <th style="padding: 2px;">Licensee Name</th> </tr> </thead> <tbody> <tr style="background-color: #f2f2f2; height: 150px;"> <td style="width: 100%;"></td> </tr> </tbody> </table> </div>	Licensee Name		<p>Licensee Email Address</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> <input style="width: 95%; border: none;" type="text" value="Licensee Email Address"/> </div>
Licensee Name			

Acknowledgement

I declare, under penalty of perjury, under the laws of the State of Hawaii and the Rules of the Liquor Commission of the City and County of Honolulu, that I am authorized to prepare this application for and on behalf of the applicant(s) hereinabove named; that I have read the foregoing application; and the statements therein set forth are true and correct.

<p>Name of Officer/Member/Authorized Agent</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> <input style="width: 95%; border: none;" type="text" value="Type Legal Name"/> </div>	<p>Title</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> <input style="width: 95%; border: none;" type="text" value="Title"/> </div>	<p>Print Date</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f2f2f2;"> <input style="width: 95%; border: none;" type="text" value="02/08/2021"/> </div>	
<p>First Name</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f2f2f2;"> <input style="width: 95%; border: none;" type="text" value="Honolulu"/> </div>	<p>Middle Name</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f2f2f2;"> <input style="width: 95%; border: none;" type="text" value="Liquor"/> </div>	<p>Last Name</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f2f2f2;"> <input style="width: 95%; border: none;" type="text" value="Commission"/> </div>	<p>Suffix</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f2f2f2;"> <input style="width: 95%; border: none;" type="text" value="Suffix"/> </div>

Attachment

New Existing

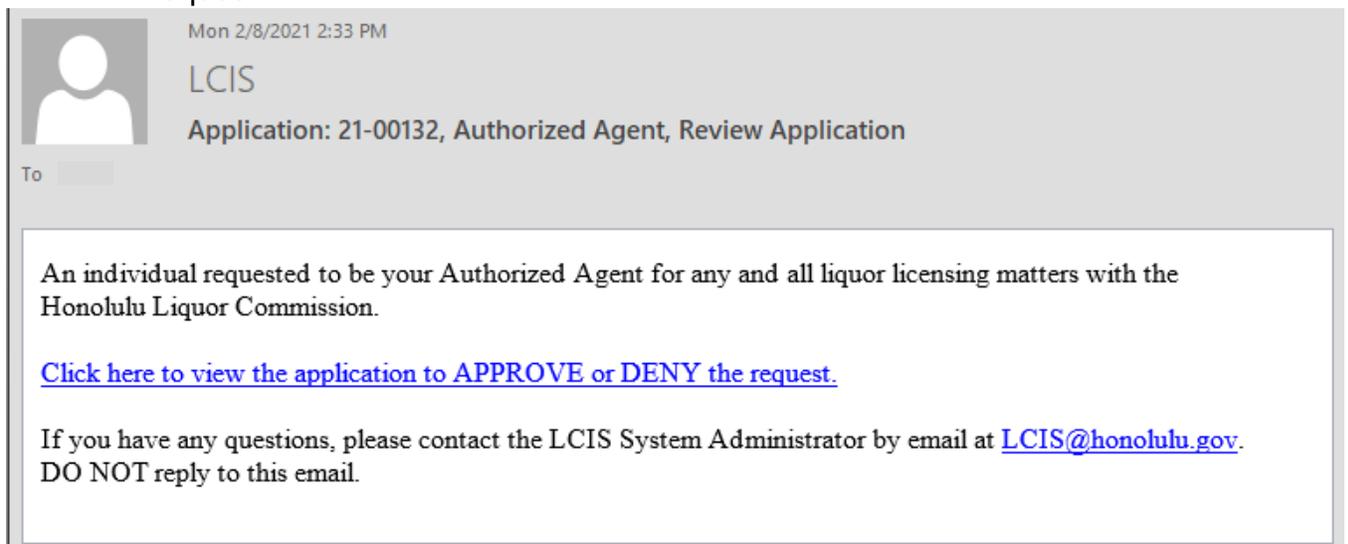
Type

Description

No file chosen

Application #	File name	Type	Description
No Rows To Show			

7. If you added an email address for your licensee to approve your request, an email notification will be sent to the Licensee with the email address you provided. The Licensee will be able to click the emailed link, log into their LCIS account, review your application, and approve or deny access.
8. If you uploaded a signed Notification of Authorized Agent form (LIQ-LIC-106) to your online request form the LCIS SA will review and approve or deny your request.



- e. To monitor your application, click on the [Existing Applications](#) link.
 1. Check your application's status under the "App. Status" column.
 - i. Draft – application/request has been saved
 - ii. Pending – application/request has been submitted
 - iii. Submitted – SA has accepted the application and it is under review.
 - iv. Completed – application/request has been approved and closed
If your AA request has been approved, you'll be able to see all previous and existing applications for that licensee.
 - v. Denied – application/request has been denied

- f. After your application(s) have been approved and closed by the System Administrator, the **Licensing** section of LCIS will show on your homepage.

The screenshot shows the top navigation bar of the LCIS website. On the left is the City and County of Honolulu logo and the text "CITY AND COUNTY OF HONOLULU" and "Liquor Commission Information System". On the right is the "Honolulu Commission" logo and "My Profile" and "Logout" buttons. Below the navigation bar is a teal banner with the text "Visit http://www.honolulu.gov/liq/lcis.html for up to date information. Contact LCIS Support: LCIS@honolulu.gov or (808) 768-7336." Below the banner is the "Home" link. The main content area features the word "Licensing" in a large, bold, black font, which is enclosed in a red rectangular box with a red arrow pointing to it from the right. Below "Licensing" is the word "Licensee" in a smaller, blue font. Underneath is the word "Application" in a large, bold, black font. Below "Application" are four links: "File A New Application", "Existing Applications", "Existing Requests", and "Existing Permits", all in blue text.

1.4 Public/Non-Licensee Applicants

Public or Non-Licensee users may register for an LCIS account to submit the following online applications.

- a. Upon logging in, you'll see the **Application** section of LCIS.
- b. Click the [File a New Application](#) link to start a new application or request.

The screenshot shows the top navigation bar of the LCIS website, identical to the previous one. Below the banner and "Home" link, the word "Application" is displayed in a large, bold, black font, enclosed in a red rectangular box with a red arrow pointing to it from the right. Below "Application" are four links: "File A New Application", "Existing Applications", "Existing Requests", and "Existing Permits", all in blue text.

- c. From the **File a New Application** page, click on your desired application, select a type, and complete the form(s).
 1. License Application
 - i. New Liquor License
 - ii. Transfer of Liquor License
 - iii. Special Liquor License
 - iv. Special [NON-Profit] Liquor License
 - v. Catering Liquor License
 - vi. Transient Vessel Liquor License
 - vii. Temporary Liquor License (For Transfers)
 - viii. Stand-Alone Temporary Liquor License (For New)
 2. Other Applications: Requests
 - i. Approval of Timekeeping Record System
 - ii. Cancellation of Liquor License
 - iii. Place License in Safekeeping

- iv. Use of Tabletop Games/Gaming Devices/Entertainment Machines & Equipment
 - v. Casino Entertainment
 - vi. Minor Employment (under 18) Performing at Event(s)
 - vii. Approval of Inventory Balancing
 - viii. Trial Entertainment
 - ix. Stock Transfer
 - x. Cancellation or Withdrawal of Application(s)
 - xi. Temporary Increase of License Premises
 - xii. Temporary Reduction of License Premises
 - xiii. Permanent Increase of License Premises
 - xiv. Internal Renovation
 - xv. Miscellaneous (e.g. Waiver of Rule, Commission Opinion, Discovery, etc.)
3. Other Applications: Permits
 - i. Permit A – Single shipment from out-of-State (max 5 gal.)
 - ii. Permit B – Unsolicited gift shipment (max 3.2 gal.)
 - iii. Permit C – Household goods, including Military
 - iv. Permit D – Shipment of wine and/or beer from out-of-State
 - v. Direct Wine Shipper Permit
 - vi. Sampling Permit (on Licensed Premises)
 - vii. Sampling Permit (at Trade Show / Exhibition)
 - viii. Solicitor's Permit
 - ix. Pool Buying Permit
 - x. Alcohol Permit
 4. Other Applications: Miscellaneous
 - i. Trade/DBA Name Change
 - ii. Request for Public Information
 - iii. Other
 5. Employee Registration (Liquor Card) Application – *coming soon*



File A New Application

LICENSEE USER REQUEST FOR ACCESS

LICENSE APPLICATION

OTHER APPLICATIONS

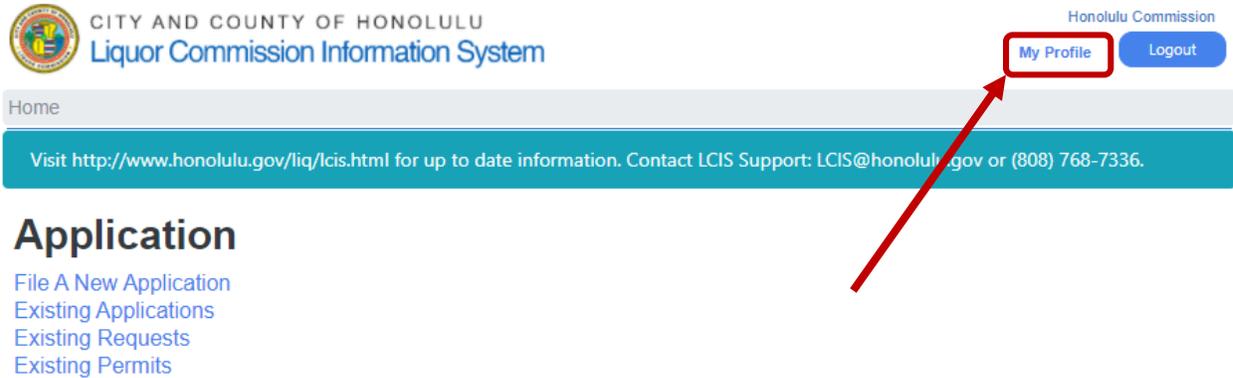
- [Authorized Agent](#)
- [Requests](#)
- [Permits](#)
- [Miscellaneous](#)

EMPLOYEE REGISTRATION (LIQUOR CARD) APPLICATION

- d. Click **Submit**.

1.5 Update LCIS Account Information

- a. Click on the **My Profile** link to update your account information.



- b. Update your account by overwriting any existing information in the non-shaded fields, and click **Save**.

1. Users will not be able to change their names – first, middle, last, or suffix (in the shaded fields).

My Profile

Username
2TestUM2821

Email Address
LCIS@honolulu.gov

First Name	Middle name	Last Name	Suffix
Honolulu	Liquor	Commission	

Position Title
Tester

Mailing Attention
Attention

Mailing Address
711 Kapiolani Blvd

Street 2

State	Zip Code
HI	96813

Business Phone #
808 7687300 Extension

Mobile Phone #
Area Code Phone Number Extension

Alternate Phone #
Area Code Phone Number Extension

Save **Cancel**

Overwrite any non-shaded fields with updated information.

Shaded fields cannot be updated

1.6 Logout

- Click the **Logout** button located at the top right-hand corner of your web-browser screen.